

## CHAPTER 1

### I. SUMMARY OF STATEWIDE FINDINGS RELATED TO LOCAL PUBLIC HEALTH AGENCY ORGANIZATIONAL CAPACITY

**Facilities:** 83% of local public health agencies across the state rate their facilities as adequate to provide for client comfort, confidentiality and service efficiency. Eighty-two percent (82%) feel their facility adequately accommodates staff productivity and job satisfaction. (See Graphs 2.C.1 & 2.C.2. and Data Tables 2.C.1 & 2.C.2)

**Fiscal Management:** 23% of agencies estimate that current year revenue will be greater than in the previous year, while 24% estimate lower revenue. Overall, agencies are fairly strong in performing financial accounting and budgeting functions. Nearly all agencies are billing Medicaid for services and a large percentage (76%) bill Medicare as well. Twenty-nine percent (29%) of agencies also bill private insurance carriers. Half (50%) of agencies earn additional revenue by charging their clients for some services. (See Data Tables 3.A. & 3.C.)

**Technology:** 90 % of agencies have some form of a local computer network, and 57 % have a complete network. Ninety-six percent (96%) of agencies use the MOHSAIC system for immunizations. Staff access to computers in local agencies is very good with approximately 90% of administrators, nurses, environmental public health specialists and clerical staff reported by the agency to have access. Health educators and dietitians are less likely to have computer access. (See Graph 4.H. and Data Tables 4.A., 4.B., 4.C.1. and 4.H.1 thru 4.H.8.)

A glitch in the transmission of the infrastructure survey form caused a question regarding anti-virus software to be absent from some surveys. Within the 47 agencies that had the question, 28 administrators (60%) reported having anti-virus software on their computer. However, only 3 of the 28 agencies reported having anti-virus software on computers used by other staff with access. (See Data Tables 4.H.1. thru 4.H.8.)

**Quality Improvement:** 74% of agencies indicate they have a staff member designated with responsibility for implementing quality improvement methods across programs. Seventy-five percent (75%) of agencies rate their capacity to utilize quality management principles, methods and tools as “okay” or above. (See Graph 5.B. and Data Tables 5.A. & 5.B.)

**Services and Programs:** The number of services provided by individual agencies varies. Two agencies report that they provide all 15 of the services that were counted. Every agency provided at least 4 services. Immunizations are the most commonly offered with 99% of agencies providing this service. The least common service is primary care, offered by 13% of agencies. Thirty-seven percent (37%) of agencies continue to offer home health services. (See Graphs 6.A. and 6.B.)

Legal Advice: 87% of agencies report having access to a legal advisor, although effectiveness and timeliness of response by a legal advisor is considered adequate by only 73% of agencies. (See Graph 7.B. and Data Tables 7.A. & 7.B.)

Strategic Planning: 94% of agencies have a strategic plan, however, 69% of agencies have not updated their plan since June 1999. Involvement of community partners in developing or updating strategic plans is low at 46%. Only 62% of agencies use their strategic plan as a basis for budgeting. (See Graphs 8.A.2. & 8.C. and Data Tables 8.A., 8.A.1., 8.B. & 8.C.)